

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



September 26, 2011

CSSIN LETTER: 11-07

ALL IV-D DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL BOARDS OF SUPERVISORS

Reason for this Transmittal

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

SUBJECT: FAMILY CENTERED CHILD SUPPORT SERVICES

On September 19, 2011 the Department of Child Support Services (DCSS) launched the new Family-Centered Child Support Services resource on our public website. Family-Centered Child Support Services connects customers and the general public with easy on-line access to resources and valuable information for families. Since the Child Support program serves one in five California children, this on-line resource will provide many California families with information across a range of services that help children and families be safe, healthy and successful.

This resource is consistent with the DCSS Strategic Plan 2010-2014 and our DCSS core values of *commitment to children and families* and *cooperative partnerships*. DCSS links directly to programs that can assist with job search, fatherhood, family violence awareness and options for health care coverage that will be helpful to customers of the Child Support Program. To access the Family-Centered Child Support Services resource, please visit the DCSS public website following the link below:

<http://www.childsup.ca.gov/Home/FamilyCenteredChildSupportServices.aspx>

This initial implementation is the first phase of our Family-Centered project. As a part of the initial phase DCSS will assess the effectiveness and usefulness of the information to our customers and local agencies at 30 and 90 days. The DCSS goal is to develop an ongoing process to assess the value of the information and to update content on the web page. In reaching this goal, the DCSS will ask our program stakeholders including the courts, advocates, and local child support agencies (LCSAs) for their feedback. Also, a customer survey will be placed on the page to gather comments on how to further improve the web page. DCSS will be leading a discussion with LCSAs and the Child Support Directors Association on how best to share this information at the local level so a strong connection to local and community based resources and services is achieved.

The Federal Office of Child Support Enforcement (OCSE) Promoting Child Well-Being & Family Self-Sufficiency Fact Sheet Series encourages State and Local programs to

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connect with other programs and agencies that serve children and families. For more information please visit the OCSE website by accessing the following link:

http://www.acf.hhs.gov/programs/cse/pubs/factsheets/child_support/

DCSS looks forward to collaborating with all interested parties and agencies to make Family Centered Child Support Services responsive to and reflective of the needs and interests of our customers: the children and families of California.

Sincerely,

/os/

BILL OTTERBECK
Deputy Director